ABSTRACT OF THE DISCLOSURE

A system and method and computer program for seamlessly accessing multiple data sources and voice repositories using voice commands in a single phone call session.

5   The system comprises of voice grammars that span various contexts for all data sources and voice repositories, a telephony platform, an automatic speech recognition engine, extractors for extracting information from the data sources and voice repositories and an interpreter for controlling the extractors and telephony platform. It is the co-operation between the voice grammars and the telephony platform, controlled by a VoiceXML

10   interpreter that enables this seamless access to information from the multiple data sources and voice repositories.

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